

12-14-00

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Jc970 U.S. PTOPATENT APPLICATION  
Attorney Docket Nos.: 8598/8473  
Date: 12/13/00Assistant Commissioner for Patents  
Washington, D.C. 20231  
ATTN: BOX PATENT APPLICATIONNEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of

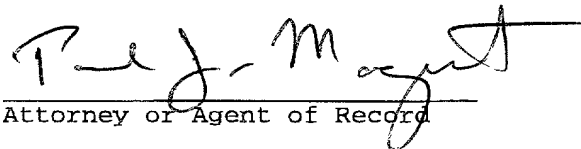
Inventor(s): Parker et al.

For (title): Interaction-Based Servicing of Business Customers

Enclosed are:

- [x] 4 sheet(s) of drawings. (INFORMAL)
- [ ] An Assignment of the invention to NCR Corporation
- [X] Unexecuted Declaration enclosed.
- [X] Material information pursuant to 37 CFR \$1.56.
- [ ] It is expressly requested that the U.S. Patent and Trademark Office commence national processing of the above-entitled international application under the provisions of PCT Article 23(2) and 35 USC 371(f).

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The filing fee has been calculated as shown below:

CLAIMS AS FILED

FOR	NUMBER FILED	NUMBER EXTRA	RATE	FEE
TOTAL CLAIMS	20 - 20	= 0	x \$18	0.00
INDEPENDENT CLAIMS	4 - 3	= 1	x \$80	80.00
			BASIC FEE	\$710.00
			FILING FEE	\$790.00

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